

ABSTRACT

ANALYSIS AND DESIGN OF IT GOVERNANCE IN MICROFINANCE INSTITUTE USING COBIT 5 FRAMEWORK DOMAIN DELIVER, SERVICE AND SUPPORT (DSS) AND MONITOR, EVALUATE AND ASSESS (MEA) (Study Case: PT Sarana Jabar Ventura)

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PT Sarana Jabar Ventura is the one of microfinance in West Java and under supervision Financial Service Authority. PT Sarana Jabar Ventura is the first ventura capital company in Indonesia, the purpose of this company to build the small enterprises by financing and management guidance. Ventura capital financing is useful for small and medium enterprises, because the company gives flexibel financing schemes and also management and administration training. The interest of small and medium enterprises in utilizing venture capital comes from several business like agrobusiness, garment, industry, retailer, contractor, education world, etc. PT Sarana Jabar Ventura has information technology (IT) to increase business value but the information technology (IT) governance has not applying in any framework technically.

Therefore, the researcher do his research to design information technology (IT) governance at PT Sarana Jabar Ventura using framework COBIT 5. Information technology (IT) governance precise concept of COBIT 5 and approachment products of COBIT 5 and 7 enabler COBIT 5. The focus of this research is DSS (Deliver, Service, Support) and MEA (Monitor, Evaluate, and Assess). This research focus on process domain DSS02 Manage Service Requests and Incidents, DSS04 Manage Continuity, DSS06 Manage Business Process Controls and MEA01 Monitor, Evaluate and Assess Performance and Conformance.

The researcher hope the result of this research is useful for PT Sarana Jabar Ventura to implementation or practice information technology (IT) governance and increase the service of information technology (IT).

Keywords : IT Governance, COBIT 5, 7 enabler